

**INFORMATION TECHNOLOGY  
RESOURCE MANAGEMENT COUNCIL (ITRMC)  
MEETING MINUTES  
(Approved by Council, April 21, 1999)**

**March 16, 1999**

1:30 p.m. East Conference Room, Joe R. Williams Building  
700 West State Street, Boise, Idaho

The March 16, 1999 meeting of the Information Technology Resource Management Council (ITRMC) was held in the East Conference Room of the Joe R. Williams Building, 700 West State Street, Boise, Idaho.

**CALL TO ORDER, WELCOME**

The meeting was called to order by **Pam Ahrens**, Council Chairman, who welcomed members and guests present. **Cindy Siddoway**, Rural Industry Representative, participated in the meeting via telephone conferencing. The Council welcomed new Member, **Karl Kurtz**, Agency Executive Officer, and Director of the Department of Health and Welfare. It was announced that **Craig Potcher**, Agency IS Manager Representative, had accepted a new position in the private sector in Beaverton, OR., and would be leaving state employment April 9. The Council extended its congratulations and thanked him for his service to the ITRMC.

**ATTENDANCE**

**Members/Designates Present:**

Ms. Pam Ahrens, Chairman  
Senator Clint Stennett, Idaho Senate  
Mr. Raymond Sasso, Private Industry Rep.  
Mr. Dwight Bower, Agency Exec. Officer  
Mr. Karl Kurtz, Agency Exec. Officer  
Mr. J.D. Williams, Elected Officer  
Mr. Craig Potcher, Agency IS Manager  
Ms. Cindy Siddoway, Rural Interests Rep.  
Dr. Gregory Fitch, State Board of Educ.  
Rep. Bert Marley, Idaho House

*\*Mr. Hal Turner, Elected Officer*

*\*\*Mr. Mark Kuskie, Dept. of Education*

*\*\*Ms. Tondee Clark, Local Government Rep.*

*\*Designate*

*\*\*Guest Representative*

**Absent Members:**

Mr. Ken Harward, Local Government Rep.  
Mr. John Peay, Judiciary Representative  
Sen. Hal Bunderson, Idaho Senate  
Dr. Marilyn Howard, Supt. of Public Instr.  
Col. Ed Strickfaden, Public Safety Official  
Rep. Randy Hansen, Idaho House

### **Others Present:**

Mr. Rick Gerrard, U S WEST	Mr. Clarence Heinz, CRI
Mr. Bill W. Farnsworth, Sec. of State	Mr. Dean Merritt, Dept. of Insurance
Mr. Joe Nemelca, NIC	Ms. Melody Rose, Personnel Com.
Ms. Connie Spofford, Industrial Com.	Mr. Scott Beltz, Groundwork Consltg
Mr. Ron Row, Dept. of Commerce	Ms. Myrna Osterhout, Dept. of Labor
Mr. Joe Roche, Dept. of Administration	Ms. Jan Foster, Personnel Commission
Ms. Karin Ford, Idaho State Library	Mr. Steve Fowers, Sec. of State Office
Mr. David Hensley, SCO	Mr. Steve Stewart, Metamor
Mr. Rob Spofford, Water Resources	Mr. Larry Tippets, Dept. Health & Welfare
Mr. Miles Browne, ITRMC Project Team	Mr. David Cooper, IDVR
Ms. Pat Wynn, ITRMC Project Team	Mr. Laird Justin, SCO
Mr. Phil Crook, ITRMC Project Team	Mr. Brandon Lenoir, SCO
Mr. Mr. Jeff Shinn, DFM	Mr. Rick Townsend, Y2K Consultant
Mr. David Schunke, Idaho PUC	

### **MOTION, TO APPROVE JANUARY 21, 1999 MEETING MINUTES**

**Craig Potcher made a motion to adopt the minutes as written from the January 21, 1999 meeting. Dr. Gregory Fitch seconded the motion, and it passed unanimously.**

### **PROJECT TEAM STATUS REPORTS**

- **Key IT Issues:** As a review for new council members, **Miles Browne**, project team manager, quickly outlined 17 key IT issues facing Idaho state government, first identified in May of 1996 by the Council. The issues categorized to infrastructure; data administration, processes and resources; system administration; and application development; included budget procurement, Y2K, internet access and security, public safety communications, EDI, EBT, and EFT; data center consolidation, geographic information system coordination; and data center consolidation. Browne explained that over the past two and one-half years, the Council and the project team, has taken action and performed work in all the areas identified.
- **Agency IT Planning:** Browne reported on a follow-up meeting with agency IT planning professionals held March 10. The group reviewed changes in the IT planning process and provided input to the project team as to how agency IT plans should be incorporated into the state's overall IT Plan. Agency plans will not only complement the state's overall IT Plan, but will also follow closely the strategic planning process as required by DFM.
- **IT Resource Assets Summary:** Browne updated the Council on the progress agencies are making in submitting information relating to their IT hardware, software, and human resource utilization. He said agencies will have their information updated

by mid-April in order for that data to be included in a timely manner in the state's IT Plan updated annually, as well.

- **GIS Coordinator Position:** The Joint Finance and Appropriations Committee during this year's Legislative Session approved the establishment of a GIS (Geographic Information System) Coordinator position to be added to the ITRMC project team staff. (*Funding for the position had not yet been approved at the time of March 16 meeting.*) The position will coordinate GIS issues at a state level between federal, city and county governments. A similar GIS 'framework coordinator' position was recently put in place at the federal level. Instead of gathering data twice from three different levels, it will be gathered once so that governments can share information more cost effectively.

## **Y2K UPDATE**

Miles Browne introduced **Rick Townsend**, Y2K consultant to the project team, who reviewed the modified *mission critical report*. Townsend explained the report was changed to more accurately reflect the state's key systems. These systems are flagged critical and are monitored closely from a total of 1,100 or so identified Y2K projects. Working with agency Y2K coordinators, the original report listing was evaluated and narrowed down to what is believed to be a fairly solid listing, Townsend said. The report's format was also altered to reflect the stages of current Y2K activities, and to show agency progress on related business contingency and continuity planning efforts.

Townsend reported that overall agency progress is good, with many departments citing confidence in having a good handle on their respective critical systems and projects. However, he continued, across the board more work needs to be done in the business continuity-planning arena, despite the progress in IT system remediation. "We have to look at Y2K contingency planning from a business perspective, not just an IT one. We need to not only assure minimal disruption if an internal system fails, but to also have a plan in place if there are external factors that impose a potential failure on our systems."

**Senator Clint Stennett** inquired about problems encountered and the progress being made by PERSI (*Public Employee Retirement System for Idaho*) in its installation of a new computer system. The PERSI Board has expressed concern that a Y2K remediation plan be in place. Metamor has been hired to work closely with PERSI to assure as smooth a transition as possible.

Browne explained the work going on to identify the vital data bridges between state and federal government. The federal government has identified 168 interfaces between state and federal IT systems, and has asked the states to go out to their various agencies and identify the interfaces and look for potential problem areas.

There has been some discrepancy as to the number of interfaces identified at the state level by the federal government. The data bridges are to be identified and reported on by the end of April.

Browne attended the *National Governor's Association Y2K Meeting* in Washington, D.C., March 11-12. Thirty-nine states including representatives from Puerto Rico, Canada and Mexico were present. The meeting focused on public outreach to business, to city and county governments, to residents; and on business continuity and contingency planning. Browne emphasized the need for business continuity planning which is a separate process from contingency planning for IT systems and emergency services. Regardless of what may occur in terms of the Y2K impact on IT systems, we have to make sure that from a business perspective, state government operations continue with minimal disruption, Browne said.

Y2K officials are now concerned that with the increasing public awareness about the issue, the general populace may assume a "hoarding mentality" toward year's end for items of necessity such as medicine, food items, etc. Even though the public perception of a Y2K induced catastrophe has diminished greatly, there remain questions toward the potential impact of a major change in people's buying habits.

Browne said officials are quite concerned about the potential impact upon the food supply and distribution chain of the country if people everywhere begin to empty grocery store shelves, as witnessed when a community or multi-state area prepares for a predicted hurricane. Financial analysts worry about what will happen if 200 million people decide to take money out of the bank the last two weeks of the year?

What was once considered as high risk for Y2K problems – power, telecommunications, water and wastewater systems – are now viewed as low risk, the exception being with the potential disruption on smaller, rural power companies, telephone and local public works operations. The embedded chip issue seems to be declining as a major Y2K issue as well.

Council Member **J.D. Williams** expressed a need for Council members to be kept more apprised of Y2K agency progress and challenges, along with pertinent events and activities taking place from now until the New Year.

Browne reported that a meeting was planned between agency Y2K coordinators and public information officers for March 19 to look at public information and communications needs. A major topic for discussion at the national governors meeting, and one that will be talked about at the March 19 meeting, is how to involve respective states' Governors in the overall public awareness process.

In addition, he added, its time now to take the contingency planning process to the next level -- from IT contingency planning to executive *business continuity* planning in agencies to assure that business continuity plans are developed from a *business* standpoint.

The project team will be making available to all agencies soon, a template based upon a business continuity-planning model from the State of Washington. Browne then asked the Council to consider recommending that Idaho State agencies appoint an upper level individual to develop a business continuity plan for their respective agencies.

## **RECOMMENDATION APPROVED BY COUNCIL**

**J.D. Williams** suggested the person selected to prepare an agency-specific business continuity plan be either the director or a designee of his or her choice. **Council members concurred unanimously with the project team's recommendation, and requested a letter be prepared and sent to all directors seeking their appointment of an individual to be responsible for developing a business continuity plan.**

## **ELECTRONIC COMMERCE**

Miles Browne reviewed the *draft Electronic Commerce Plan*, seeking input from Council members. He said comments had been received from **Dr. Gregory Fitch**, State Board of Education, and from **Tondee Clark** of the Association of Idaho Cities. He especially cited plan elements which focused on 24 hours, 7 days a week operations, and the heart of the Plan, referred to by Browne as the "six bullet" items.

The Plan is a working document, he emphasized, and will evolve to a point where one person ultimately will have the responsibility of coordinating the issue enterprise-wide. The intent, Browne continued, was for the ITRMC project team to develop the Plan with input from IT agency professionals and the Council and to utilize ITRMC governance to establish some parameters and take early responsibility in the strategic planning process. State agencies will be responsible for their specific needs and content.

Much discussion centered on terminology within the Plan. Council Chairman Ahrens suggested that the word *management* by agencies be emphasized throughout. Elected Officer Member, **J.D. Williams**, concurred, adding he believes such areas of utilization by agencies as credit cards, Gateway services, and issues of security and privacy need to be closely managed.

Williams recommended the Council and project team evaluate a similar plan from the State of North Carolina. North Carolina has set criteria for judging electronic commerce projects and priorities for funding. He stressed the need for the State of Idaho to do something quickly, quoting from the Director of the Institute for Electronic Government: "Companies are going to invest and workers are going to move to those governments that create an environment where electronic commerce can flourish."

Many states are well along with their electronic commerce planning initiatives and there are opportunities, he said, for coordination and partnership in this rapidly emerging arena. He particularly cited national working groups on such issues as electronic payment, electronic delivery of service, procurement, FEDI, etc., that are looking for volunteers.

He provided handouts of North Carolina State Government EC Work Group objectives, EC definitions, and a summary of legislative activity in that state. He also made available information about what other states are doing in electronic commerce, based upon a recent survey on all the states.

**Council Chair Ahrens, with concurrence of the Council, suggested a smaller, working group comprised of several Council members and the project team take a closer look at the Plan and determine other modifications, revisions, additions, etc.**

**Jan Cox**, Division of Purchasing, updated the Council on the progress of the *Electronic Mall pilot* project for multi-state, on-line purchasing. The pilot, funded by the Commonwealth of Massachusetts, involves partner states, New York, Utah, Texas, along with Idaho. Idaho's business partner in the project is Micron Electronics. The pilot will run through the end of June and the first interim evaluation is anticipated in early April.

The Council spent considerable time discussing electronic commerce challenges and opportunities including the *Internet Pilot (Access Idaho)* project. Miles Browne reiterated that many state agencies are already engaged at one level or another in electronic commerce.

What the ITRMC is attempting to do here, Brown explained, is to establish a process or a way – a *portal* or *gateway* if you will – to afford citizens and businesses an option to conduct business on-line, accessing needed information expeditiously at one centralized source, instead of first visiting numerous agency websites to search for and procure the same information.

Basically, the portal or gateway would allow for easier access to all electronic commerce solutions and processes the agencies already have in place and maintain. States are adopting a self-funding model where an outside vendor provides “Gateway” services or a central source where everyone has access. States adopting this model include Georgia, Virginia, Utah, Kansas, Nebraska, Indiana, Arkansas and Maine. Oregon and Washington are considering the model.

This usually involves a private sector company that manages state resource information providing an electronic commerce solution, based on market research and surveys. A governing board, similar to the ITRMC, which has private sector and government representation, provides oversight.

The vendor is responsible for providing initial investment capital, and developing and operating the service and promoting its operation to the public. The objective is to minimize the cost to taxpayers for development and deployment of on-line transactions with state government.

The project team has prepared a draft RFP for similar “Idaho Access” subscriber service and is working to modify language, accepting input from state agency web masters, and other agency IT professionals.

## **IT RESOURCE TRAINING AND RECRUITMENT**

Miles Browne reported on participation by state employees in the *Information Technology Training Program*, ITTP. During 1998, 789 courses were conducted and attended by 2,197 attendees. So far this year, 853 courses were conducted with 3,266

employees participating. An increase has been particularly noted in desktop training, Browne said. As agencies have moved to a Microsoft Office desktop environment, training demand has expanded.

ITTP has afforded benefits for both the State of Idaho and the program's participating vendors. The state has been able to bring better training to its employees at the local level, rather than assuming the time and expense of having them travel in order to obtain similar courses. By doing so, local vendors have been able to develop higher, quality training standards, two of which are now formally certified with Novell and Microsoft.

He also commented on the advantages to the state in its participation with Micron and Micron University to make available desktop training to employees on desktop applications, Internet utilization, web development, and data base and system administration. The IT employee will take the training via the Internet at their desk at a cost of \$45 (one-year unlimited access per seat). Today, Browne added, the lowest price in the Boise valley for similar training is \$90. Micron is allowing the State of Idaho to pilot this desktop, Internet training at no cost.

**Rebecca Fry**, Department of Administration Human Resources, reported on progress with design and placement of multi-agency job advertisements for statewide IT recruitment. A joint ad was prepared for publication in the Sunday Idaho Statesman, appearing the end of March and involved input from key agencies and the Division of Human Resources (formerly Idaho Personnel Commission). By combining resources, agencies collectively are saving money rather than paying for separate, expensive ad space. Fry indicated this is just one of many job promotion strategies being looked at to boost IT recruitment and retention efforts for the state. Job Fairs, university and other IT websites will be used to market state government employment opportunities.

### **DRAFT ITRMC POLICY REVIEW**

The draft *IT policy on Standardization*, establishing a direction for standardization of information technology across the enterprise and first discussed by the Council two years ago, was revisited in a discussion led by Miles Browne.

Browne pointed out what several other states are doing in this realm with the extreme being the State of Pennsylvania where one vendor has been contracted with to manage all state IT networks, desktop applications, back office support, etc.; to the State of Montana where policy dictates one e-mail package, one operating system, etc.

Browne said the policy needs to be revisited in light of evolving technologies within all state agencies, and emphasized the need for agencies to update their current IT hardware, software, and human resources information as part of the IT Resource Asset Summary. Current and accurate information will allow us to look at what we have in place now; what the right decision is in terms of where we need to go on a statewide, IT coordinated basis; and how long it is going to take us to get there, Browne said

He also said the Council would need to review the ***draft Information Security Policy*** as well. All policies, adopted and in draft form, are accessible on the ITRMC website, look under Policies.

### **NEW BUSINESS AND ADJOURNMENT**

Being there was no new business to come before the Council, Chairman Ahrens adjourned the meeting at 3:55 p.m.

Respectfully submitted,

Pat Wynn  
ITRMC Project Team

**NEXT MEETING:** **Wednesday, April 21**, 8:30 a.m. to 12 noon, **West** Conference Room, Joe R. Williams Building, 700 West State Street, Boise.

**4/12/99**